### **UTILITY COMPLAINT FORM**

4700

**Investigator:** Carmen Madrid

Phone:

Fax:

**Priority: Respond Within Five Days** 

**Opinion** 

No. 2008

67781

Date: 4/10/2008

Complaint Description:

08A Rate Case Items - Opposed

N/A Not Applicable

First:

Last:

Complaint By:

**Chris** 

Starr

**Account Name:** 

Chris Starr

Work: (000) 000-0000

Home: (000) 000-0000

Street: City:

n/a

CBR:

Arizona Corporation Commission

State:

ΑZ

**Zip**: 00000

is:

DOCKETED

**Utility Company.** 

**Groom Creek Water Users Association** 

APR 10 2008

**Division:** 

Water

**Contact Name:** 

n/a

Contact Phone:

DOCKETED BY

### **Nature of Complaint:**

To: Arizona Corporation Commission

Re: Application of Groom Creek Water Users Association for approval of Financing and Rate changes.

Docket No: W-01865A-07-0385 and W-01865A-07-0384

As a member of the Groom Creek Water Users Association, this letter is to notify you that I (we) are in favor of the Board of Directors plan to increase the water base rate to \$42.00 per month. We are not in favor of the ACC Staff's proposed rate increase of \$22.50 per month. Although no one likes to see utility rate increases, the \$42.00 base rate is a much more economical plan to accomplish the required infrastructure improvements that the Staff plan and saves us as members over \$275,000.00 with a \$500,000.00 credit line as opposed to a 20 year fixed rate loan. Our Board of Directors plan is the most flexible and we are requesting their plan be approved.

Printed Name(s): Chris Starr

Address: Signature(s):

Date: 4/7/08

Additional Comments:

How can we rebuild our ancient water pipe system without the money to do so. We need to replace the lines before it's too late. Money we can get from the bank but we can only get water from our faucet,.. that is if it's there and not leaking down the road. J

\*End of Complaint\*

**Utilities' Response:** 

**Investigator's Comments and Disposition:** 

### **UTILITY COMPLAINT FORM**

4/10/08 there is no telephone number or a complete return address to communicate with this consumer. Closed filed in docket no. W-01865A-07-0385 and W-01865A-07-0384 \*End of Comments\*

Date Completed: 4/10/2008

### ARIZONA CORPORATION COMMISSION

### UTILITY COMPLAINT FORM

Investigator: Carmen Madrid

Phone:

Fax:



**Priority: Respond Within Five Days** 

**Opinion** 

No. 2008

67787

Date: 4/10/2008

**Complaint Description:** 

08A Rate Case Items - Opposed

N/A Not Applicable

First:

Last:

Complaint By:

Robert

Heltemes

Account Name:

Robert Heltemes

Home: (000) 000-0000

Work: (000) 000-0000

Street:

CBR:

City: State: Zip:

is:

**Utility Company.** 

**Groom Creek Water Users Association** 

Division:

Water

Contact Name:

n/a

Contact Phone: n/a

### Nature of Complaint:

To: Arizona Corporation Commission

Re: Application of Groom Creek Water Users Association for approval of Financing and Rate changes.

Docket No: W-01865A-07-0385 and W-01865A-07-0384

As a member of the Groom Creek Water Users Association, this letter is to notify you that I (we) are in favor of the Board of Directors plan to increase the water base rate to \$42.00 per month. We are not in favor of the ACC Staff's proposed rate increase of \$22.50 per month. Although no one likes to see utility rate increases, the \$42.00 base rate is a much more economical plan to accomplish the required infrastructure improvements that the Staff plan and saves us as members over \$275,000.00 with a \$500,000.00 credit line as opposed to a 20 year fixed rate loan. Our Board of Directors plan is the most flexible and we are requesting their plan be approved.

Printed Name(s): Robert Heltemes

Address: Signature(s):

Date: 7 APR 08

Additional Comments:

I live in Las Vegas, but have a place at

Which we use as a vacation home.

\*End of Complaint\*

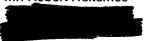
**Utilities' Response:** 

**Investigator's Comments and Disposition:** 

### UTILITY COMPLAINT FORM

April 10, 2008

Mr. Robert Heltemes



RE: GROOM CREEK WATER USERS ASSOCIATION DOCKET NO. W-01865A-07-0385 AND W-01865A-07-0384

Dear Mr. Heltemes;

Your letter regarding the Groom Creek Water Users Association ("Groom Creek") rate case will be placed on file with the Docket Control Center of the Arizona Corporation Commission ("Commission") to be made part of the record. The Commission will consider your comments before a decision is rendered in the Groom Creek application.

The concerns raised in letters received from customers will assist the Commission in the investigation and review of the rate application. The Commission's independent analysis of the utility and its rate request attempts to balance the interest of the utility and its customers.

Commission Staff is very sensitive to the burden that high utility rates can place on the consumer, and though constitutionally required to allow a fair return to the utility, does everything within its authority to protect the consumer.

Staff appreciates your comments and the interest taken on the proposed rate increase. If you should have any questions relating to this issue, please call me toll free at (800) 222-7000.

Sincerely,

Carmen Madrid Public Utility Consumer Analyst Utilities Division

filed in docket no. W-01865A-07-0385 and W-01865A-07-0384 \*End of Comments\*

Date Completed: 4/10/2008

### ARIZONA CORPORATION COMMISSION

### UTILITY COMPLAINT FORM

Investigator: Carmen Madrid

Phone:

Fax:



**Priority: Respond Within Five Days** 

Opinion

No. 2008

67784

Date: 4/10/2008

**Complaint Description:** 

08A Rate Case Items - Opposed

N/A Not Applicable

First:

Last:

Complaint By:

Nona Lous Ann

Garst

Account Name:

Nona Lous Ann Garst

Street:

Work: (000) 000-0000

City:

State:

ΑZ

Zip: 1

CBR: is:

Home:

**Utility Company.** 

**Groom Creek Water Users Association** 

Division:

Water

**Contact Name:** 

n/a

Contact Phone: n/a

### **Nature of Complaint:**

To: Arizona Corporation Commission

Re: Application of Groom Creek Water Users Association for approval of Financing and Rate changes.

Docket No: W-01865A-07-0385 and W-01865A-07-0384

As a member of the Groom Creek Water Users Association, this letter is to notify you that I (we) are in favor of the Board of Directors plan to increase the water base rate to \$42.00 per month. We are not in favor of the ACC Staff's proposed rate increase of \$22.50 per month. Although no one likes to see utility rate increases, the \$42.00 base rate is a much more economical plan to accomplish the required infrastructure improvements that the Staff plan and saves us as members over \$275,000.00 with a \$500,000.00 credit line as opposed to a 20 year fixed rate loan. Our Board of Directors plan is the most flexible and we are requesting their plan be approved.

Printed Name(s): Nona LouAnn Garst

Address: 1 Signature(s): Date: 4-8-08

### Additional Comments:

I am totally apposed to a \$42.00 base rate. We're only up there (from Phx) perhaps 12-20 x's per yr, so my water usage is usually always -0-. When we're up there probably apprx 3-400 gal.?? People living up there full time obviously use a lot of water- How much gal. usage is allowed in the \$22.50 rate? Years ago I pd \$500.00 to GWUA that was supposed to be refunded after they got the well in & funding (a loan) was completed. Never got it back. My Phx home - 2000 sq ft- pool- corner lot bill never runs about \$50.00 a mo. - This includes garbage p.u., sewer, taxes & base fees on water & sewer& usage.

\$22.50 Base fee we feel is more than enough & hopefully includes maybe 1000 gal?? Phx home our water base fee is \$4.64.

Thx.

### **UTILITY COMPLAINT FORM**

Please Do Not allow more than the \$22.50 fee- Please let us know how many gal. are included in this.

Nona LouAnn

\*End of Complaint\*

**Utilities' Response:** 

### **Investigator's Comments and Disposition:**

April 10, 2008

Ms. Nona Lou Ann Garst



RE: GROOM CREEK WATER USERS ASSOCIATION DOCKET NO. W-01865A-07-0385 AND W-01865A-07-0384

Dear Ms. Garst:

Your letter regarding the Groom Creek Water Users Association ("Groom Creek") rate case will be placed on file with the Docket Control Center of the Arizona Corporation Commission ("Commission") to be made part of the record. The Commission will consider your comments before a decision is rendered in the Groom Creek application.

The concerns raised in letters received from customers will assist the Commission in the investigation and review of the rate application. The Commission's independent analysis of the utility and its rate request attempts to balance the interest of the utility and its customers.

Commission Staff is very sensitive to the burden that high utility rates can place on the consumer, and though constitutionally required to allow a fair return to the utility, does everything within its authority to protect the consumer.

Staff appreciates your comments and the interest taken on the proposed rate increase. If you should have any questions relating to this issue, please call me toll free at (800) 222-7000.

Sincerely,

Carmen Madrid
Public Utility Consumer Analyst
Utilities Division

filed in docket no. W-01865A-07-0385 and W-01865A-07-0384 \*End of Comments\*

Date Completed: 4/10/2008

### ARIZONA CORPORATION COMMISSION

### UTILITY COMPLAINT FORM

Investigator: Carmen Madrid

Phone:

Fax:

**Priority: Respond Within Five Days** 

**Opinion** 

No. 2008

67778

Date: 4/10/2008

Complaint Description:

08A Rate Case Items - Opposed

N/A Not Applicable

First:

Last:

Complaint By:

William

Gowland

**Account Name:** 

William Gowland

Street:

Zip1

Work: (000) 000-0000

Home: (000) 000-0000

City: State:

ΑZ

CBR: is:

**Utility Company.** 

**Groom Creek Water Users Association** 

Division:

Water

**Contact Name:** 

n/a

Contact Phone: n/a

### **Nature of Complaint:**

To: Arizona Corporation Commission

Re: Application of Groom Creek Water Users Association for approval of Financing and Rate changes.

Docket No: W-01865A-07-0385 and W-01865A-07-0384

As a member of the Groom Creek Water Users Association, this letter is to notify you that I (we) are in favor of the Board of Directors plan to increase the water base rate to \$42.00 per month. We are not in favor of the ACC Staff's proposed rate increase of \$22.50 per month. Although no one likes to see utility rate increases, the \$42.00 base rate is a much more economical plan to accomplish the required infrastructure improvements that the Staff plan and saves us as members over \$275,000.00 with a \$500,000.00 credit line as opposed to a 20 year fixed rate loan. Our Board of Directors plan is the most flexible and we are requesting their plan be approved.

Printed Name(s): William Gowland

Address: Signature(s): Date: 4/8/08

### Additional Comments:

I have been told by those that handle the figures, that the \$42.00 plan is the better of the two, in the long term. and will save higher costs later. While I don't NEED my water bill to TRIPLE, I'd prefer to do the smart thing, and bite the bullit NOW. Please look upon this as a MEMBER would.

Thank You Mr. Gowland \*End of Complaint\*

### **Utilities' Response:**

### **UTILITY COMPLAINT FORM**

### **Investigator's Comments and Disposition:**

sent the following correspondence to consumer:

April 10, 2008

Mr. William Gowland

RE: GROOM CREEK WATER USERS ASSOCIATION DOCKET NO. W-01865A-07-0385 AND W-01865A-07-0384

Dear Mr. Gowland:

Your letter regarding the Groom Creek Water Users Association ("Groom Creek") rate case will be placed on file with the Docket Control Center of the Arizona Corporation Commission ("Commission") to be made part of the record. The Commission will consider your comments before a decision is rendered in the Groom Creek application.

The concerns raised in letters received from customers will assist the Commission in the investigation and review of the rate application. The Commission's independent analysis of the utility and its rate request attempts to balance the interest of the utility and its customers.

Commission Staff is very sensitive to the burden that high utility rates can place on the consumer, and though constitutionally required to allow a fair return to the utility, does everything within its authority to protect the consumer.

Staff appreciates your comments and the interest taken on the proposed rate increase. If you should have any questions relating to this issue, please call me toll free at (800) 222-7000.

Sincerely.

Carmen Madrid
Public Utility Consumer Analyst
Utilities Division

filed in docket no. W-01865A-07-0385 and W-01865A-07-0384 \*End of Comments\*

Date Completed: 4/10/2008

### ARIZONA CORPORATION COMMISSION

### UTILITY COMPLAINT FORM

Investigator: Carmen Madrid

Phone:

**Priority: Respond Within Five Days** 

**Opinion** 

No. 2008

67789

Date: 4/10/2008

**Complaint Description:** 

08A Rate Case Items - Opposed

N/A Not Applicable

First:

Last:

**Complaint By:** 

**Donald & Geraldine** 

Oller

**Account Name:** 

Donald & Geraldine Oller

Home: (000) 000-0000

Street:

Work: (000) 000-0000

City:

CBR:

State:

ΑZ

Zip:

is:

**Utility Company.** 

**Groom Creek Water Users Association** 

Division:

Water

**Contact Name:** 

n/a

Contact Phone: n/a

### Nature of Complaint:

To: Arizona Corporation Commission

Re: Application of Groom Creek Water Users Association for approval of Financing and Rate changes.

Docket No: W-01865A-07-0385 and W-01865A-07-0384

As members of the Groom Creek Water Users Association, this letter is to notify you that we are not in favor of the Board of Directors plan to increase the water base rate to \$42.00 per month. We are also not in favor of the ACC Staffs proposed rate increase of \$22.50 per month.

We are not in favor of the Groom Creek Water Users Association Board of Directors plan to replace all of the existing water manes. We feel that the existing lines will not wear out for another fitly or sixty years.

If Yavapai County wants to pave the roads, they should do so over the existing water lines.

Thank you for your attention to this matter,

Donatd and Geraldine Oller

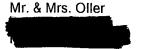
End of Complaint

**Utilities' Response:** 

**Investigator's Comments and Disposition:** 

### **UTILITY COMPLAINT FORM**

April 10, 2008



RE: GROOM CREEK WATER USERS ASSOCIATION DOCKET NO. W-01865A-07-0385 AND W-01865A-07-0384

Dear Mr. & Mrs. Oller;

Your letter regarding the Groom Creek Water Users Association ("Groom Creek") rate case will be placed on file with the Docket Control Center of the Arizona Corporation Commission ("Commission") to be made part of the record. The Commission will consider your comments before a decision is rendered in the Groom Creek application.

The concerns raised in letters received from customers will assist the Commission in the investigation and review of the rate application. The Commission's independent analysis of the utility and its rate request attempts to balance the interest of the utility and its customers.

Commission Staff is very sensitive to the burden that high utility rates can place on the consumer, and though constitutionally required to allow a fair return to the utility, does everything within its authority to protect the consumer.

Staff appreciates your comments and the interest taken on the proposed rate increase. If you should have any questions relating to this issue, please call me toll free at (800) 222-7000.

Sincerely,

Carmen Madrid
Public Utility Consumer Analyst
Utilities Division

filed in docket no. W-01865A-07-0384 and W-01865A-07-0385 \*End of Comments\*

Date Completed: 4/10/2008

N-01865A-07-0385 WI-01865A-67-0364

### ARIZONA CORPORATION COMMISSION

### UTILITY COMPLAINT FORM

**Investigator:** Alaina Braddy

Phone:

Fax:

**Priority: Respond Within Five Days** 

**Opinion** 

No. 2008 - 67716

Date: 4/9/2008

**Complaint Description:** 

08A Rate Case Items - Opposed

N/A Not Applicable

First:

Last:

**Complaint By:** 

Sandra

Wollenberg

Account Name:

Street:

City: State:

ΑZ

Home:

Work: CBR:

is:

**Utility Company.** 

**Groom Creek Water Users Association** 

Division:

Water

**Contact Name:** 

Contact Phone:



### **Nature of Complaint:**

Docket No. W-01865A-07-0385 Docket No. W-01865A-07-0384

\*\*\*\*\*\*\*\*CORRESPONDENCE RECEIVED April 8, 2008\*\*\*\*\*\*\*\*\*\*\*

To: Arizona Corporation Commission

Re: Application of Groom Creek Water Users Association for approval of Financing and Rate changes.

Docket No. W-01865A-047-0385 and W-01865A-07-0384

As a member of the Groom Creek Water Users Association, this letter is to notify you that I (we) are in favor of the Board of Directors plan to increase the water base rate to \$42.00 per month. We are not in favor of the ACC Staff's proposed rate increase of \$22.50 per month. Although no one likes to see utility rate increases, the \$42.00 base rate is a much more economical plan to accomplish the required infrastructure improvements than the Staff plan and saves us as members over \$275,000.00 with a \$500,000.00 credit line as opposed to a 20 year fixed rate loan. Our Board of Directors plan is the most flexible and we are requesting their plan be approved.

Printed Names(s):

Address:

Signature(s):

Date: 4/5/08

Additional Comments: \*End of Complaint\*

**Utilities' Response:** 

N/A

\*End of Response\*

## W-01865A-07-0385

## ARIZONA CORPORATION COMMISSION

### UTILITY COMPLAINT FORM

### **Investigator's Comments and Disposition:**

April 9,2008 Letter was mailed to customer:

April 9, 2008

RE: GROOM CREEK WATER USERS ASSOCIATION

Dear Sandra Wollenburg,

Your letter regarding the Groom Creek Water Users Association ("Groom Creek") rate case will be placed on file with the Docket Control Center of the Arizona Corporation Commission ("Commission") to be made part of the record. The Commission will consider your comments before a decision is rendered in the Groom Creek application.

The concerns raised in letters received from customers will assist the Commission in the investigation and review of the rate application. The Commission's independent analysis of the utility and its rate request attempts to balance the interest of the utility and its customers.

Commission Staff is very sensitive to the burden that high utility rates can place on the consumer, and though constitutionally required to allow a fair return to the utility, does everything within its authority to protect the consumer.

Staff appreciates your comments and the interest taken on the proposed rate increase. If you should have any questions relating to this issue, please call me toll free at (800) 222-7000. Sincerely.

Alaina Braddy Public Utilities Consumer Analyst Utilities Division

Closed\*\*\*
\*End of Comments\*

Date Completed: 4/9/2008

### ARIZONA CORPORATION COMMISSION

### **UTILITY COMPLAINT FORM**

Investigator: Alaina Braddy

Phone:

**Priority: Respond Within Five Days** 

**Opinion** 

No. 2008 - 67724

Date: 4/9/2008

Fax:

**Complaint Description:** 

08A Rate Case Items - Opposed

N/A Not Applicable

First:

Last:

Complaint By:

**Darcel** 

**Blevins** 

**Account Name:** 

Work:

Home:

Street: City:

State:

AZ **Zip**:

CBR:

Utility Company.

**Groom Creek Water Users Association** 

Division:

Water

**Contact Name:** 

the second secon

Contact Phone:



### **Nature of Complaint:**

Docket No. W-01865A-07-0385 Docket No. W-01865A-07-0384

\*\*\*\*\*\*\*\*CORRESPONDENCE RECEIVED April 9, 2008\*\*\*\*\*\*\*\*\*\*\*

To: Arizona Corporation Commission

Re: Application of Groom Creek Water Users Association for approval of Financing and Rate changes.

Docket No. W-01865A-047-0385 and W-01865A-07-0384

As a member of the Groom Creek Water Users Association, this letter is to notify you that I (we) are in favor of the Board of Directors plan to increase the water base rate to \$42.00 per month. We are not in favor of the ACC Staff's proposed rate increase of \$22.50 per month. Although no one likes to see utility rate increases, the \$42.00 base rate is a much more economical plan to accomplish the required infrastructure improvements than the Staff plan and saves us as members over \$275,000.00 with a \$500,000.00 credit line as opposed to a 20 year fixed rate loan. Our Board of Directors plan is the most flexible and we are requesting their plan be approved.

Printed Names(s):

Address: Signature(s):

Date: 4/3/08

Additional Comments: \*End of Complaint\*

### **Utilities' Response:**

N/A

\*End of Response\*

# W-01865A-07-0385

# ARIZONA CORPORATION COMMISSION UTILITY COMPLAINT FORM

### **Investigator's Comments and Disposition:**

April 9,2008

Darcel Blevins 1176 E. Elk Trail Prescott, Arizona 86303

RE: GROOM CREEK WATER USERS ASSOCIATION

Dear Darcel Blevins:

Your letter regarding the Groom Creek Water Users Association ("Groom Creek") rate case will be placed on file with the Docket Control Center of the Arizona Corporation Commission ("Commission") to be made part of the record. The Commission will consider your comments before a decision is rendered in the Groom Creek application.

The concerns raised in letters received from customers will assist the Commission in the investigation and review of the rate application. The Commission's independent analysis of the utility and its rate request attempts to balance the interest of the utility and its customers.

Commission Staff is very sensitive to the burden that high utility rates can place on the consumer, and though constitutionally required to allow a fair return to the utility, does everything within its authority to protect the consumer.

Staff appreciates your comments and the interest taken on the proposed rate increase. If you should have any questions relating to this issue, please call me toll free at (800) 222-7000.

Sincerely,

Alaina Braddy
Public Utilities Consumer Analyst
Utilities Division
\*End of Comments\*

Date Completed: 4/9/2008

W-B1865A-B7-B384 W-01865A-07-9385

### ARIZONA CORPORATION COMMISSION

### **UTILITY COMPLAINT FORM**

Investigator: Alaina Braddy

Phone:

Fax:

**Priority: Respond Within Five Days** 

**Opinion** 

No. 2008 - 67742

Date: 4/9/2008

Complaint Description:

08E Rate Cases Items - In Favor

N/A Not Applicable

First:

Last:

Complaint By:

Jeanne

Account Name:

**Taylor** 

Street:

City:

State:

ΑZ

Home: Work:

CBR:

is:

**Utility Company.** 

**Groom Creek Water Users Association** 

Division:

Water

Contact Name:

Contact Phone:

Nature of Complaint:

Docket No. W-01865A-07-0385 Docket No. W-01865A-07-0384

To: Arizona Corporation Commission

Re: Application of Groom Creek Water Users Association for approval of Financing and Rate changes.

Docket No. W-01865A-047-0385 and W-01865A-07-0384

As a member of the Groom Creek Water Users Association, this letter is to notify you that I (we) are in favor of the Board of Directors plan to increase the water base rate to \$42.00 per month. We are not in favor of the ACC Staff's proposed rate increase of \$22.50 per month. Although no one likes to see utility rate increases, the \$42.00 base rate is a much more economical plan to accomplish the required infrastructure improvements than the Staff plan and saves us as members over \$275,000.00 with a \$500,000.00 credit line as opposed to a 20 year fixed rate loan. Our Board of Directors plan is the most flexible and we are requesting their plan be approved.

Printed Names(s):

Address:

Signature(s):

Date: 4/7/08

Additional Comments:

Trust our board! They do an excellent job!

\*End of Complaint\*

**Utilities' Response:** 

### **ARIZONA CORPORATION COMMISSION**

### **UTILITY COMPLAINT FORM**

N/A

\*End of Response\*

### **Investigator's Comments and Disposition:**

April 9, 2008 :Letter mailed to customer



RE: GROOM CREEK WATER USERS ASSOCIATION

Dear Jeanne Taylor:

IYour letter regarding the Groom Creek Water Users Association ("Groom Creek") rate case will be placed on file with the Docket Control Center of the Arizona Corporation Commission ("Commission") to be made part of the record. The Commission will consider your comments before a decision is rendered in the Groom Creek application.

The concerns raised in letters received from customers will assist the Commission in the investigation and review of the rate application. The Commission's independent analysis of the utility and its rate request attempts to balance the interest of the utility and its customers.

Commission Staff is very sensitive to the burden that high utility rates can place on the consumer, and though constitutionally required to allow a fair return to the utility, does everything within its authority to protect the consumer.

Staff appreciates your comments and the interest taken on the proposed rate increase. If you should have any questions relating to this issue, please call me toll free at (800) 222-7000.

Sincerely,

Alaina Braddy
Public Utilities Consumer Analyst
Utilities Division
\*End of Comments\*

Date Completed: 4/9/2008

N-01865A-07-0385 J- 01865A-07-0384

### ARIZONA CORPORATION COMMISSION

### UTILITY COMPLAINT FORM

Investigator: Alaina Braddy

Phone:

Fax:

**Priority: Respond Within Five Days** 

Opinion

No. 2008 - 67726

Date: 4/9/2008

**Complaint Description:** 

08E Rate Cases Items - In Favor

N/A Not Applicable

First:

Last:

Complaint By:

Dorothy D.

Barkley

Account Name:

Street:

City: State:

Home:

Work:

CBR:

is:

**Utility Company.** 

**Groom Creek Water Users Association** 

Division:

Water

ΑZ

Contact Name:

Contact Phone:

### **Nature of Complaint:**

Docket No. W-01865A-07-0385 Docket No. W-01865A-07-0384

To: Arizona Corporation Commission

Re: Application of Groom Creek Water Users Association for approval of Financing and Rate changes.

Docket No. W-01865A-047-0385 and W-01865A-07-0384

As a member of the Groom Creek Water Users Association, this letter is to notify you that I (we) are not in favor of the Board of Directors plan to increase the water base rate to \$42.00 per month. We are in favor of the ACC Staff's proposed rate increase of \$22.50 per month.

Printed Names(s):

Address:

Signature(s):

Date: 4/6/08

Additional Comments:

Please note the changes above. I am not in agreement to their request.

\*End of Complaint\*

### **Utilities' Response:**

N/A

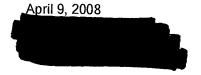
\*End of Response\*

**Investigator's Comments and Disposition:** 

### **ARIZONA CORPORATION COMMISSION**

### **UTILITY COMPLAINT FORM**

Letter mailed to customer:



RE: GROOM CREEK WATER USERS ASSOCIATION

Dear Dorothy D. Barkley:

Your letter regarding the Groom Creek Water Users Association ("Groom Creek") rate case will be placed on file with the Docket Control Center of the Arizona Corporation Commission ("Commission") to be made part of the record. The Commission will consider your comments before a decision is rendered in the Groom Creek application.

The concerns raised in letters received from customers will assist the Commission in the investigation and review of the rate application. The Commission's independent analysis of the utility and its rate request attempts to balance the interest of the utility and its customers.

Commission Staff is very sensitive to the burden that high utility rates can place on the consumer, and though constitutionally required to allow a fair return to the utility, does everything within its authority to protect the consumer.

Staff appreciates your comments and the interest taken on the proposed rate increase. If you should have any questions relating to this issue, please call me toll free at (800) 222-7000.

Sincerely,

Alaina Braddy
Public Utilities Consumer Analyst
Utilities Division
\*End of Comments\*

Date Completed: 4/9/2008

W-018654-07-0385 N-9865A-07-0384

### ARIZONA CORPORATION COMMISSION

### UTILITY COMPLAINT FORM

Investigator: Alaina Braddy

Phone:

Fax:

**Priority: Respond Within Five Days** 

Opinion

No. 2008 - 67743

Date: 4/9/2008

Complaint Description:

08E Rate Cases Items - In Favor

N/A Not Applicable

First:

Last:

Complaint By:

Mr. and Mrs

Lamar

Account Name:

Street:

City:

Work: CBR:

Home:

State:

ΑZ

Zip:

is:

**Utility Company.** 

**Groom Creek Water Users Association** 

Division:

Water

Contact Name:

Contact Phone:



### **Nature of Complaint:**

Docket No. W-01865A-07-0385 Docket No. W-01865A-07-0384

\*\*\*\*\*\*\*\*CORRESPONDENCE RECEIVED April 8, 2008\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*

To: Arizona Corporation Commission

Re: Application of Groom Creek Water Users Association for approval of Financing and Rate changes.

Docket No. W-01865A-047-0385 and W-01865A-07-0384

As a member of the Groom Creek Water Users Association, this letter is to notify you that I (we) are in favor of the Board of Directors plan to increase the water base rate to \$42.00 per month. We are not in favor of the ACC Staff's proposed rate increase of \$22.50 per month. Although no one likes to see utility rate increases, the \$42.00 base rate is a much more economical plan to accomplish the required infrastructure improvements than the Staff plan and saves us as members over \$275,000.00 with a \$500,000.00 credit line as opposed to a 20 year fixed rate loan. Our Board of Directors plan is the most flexible and we are requesting their plan be approved.

Printed Names(s):

Address: Signature(s): Date: 4/3/08

**Additional Comments:** 

\*End of Complaint\*

### **Utilities' Response:**

N/A

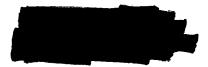
\*End of Response\*

## **ARIZONA CORPORATION COMMISSION**

### **UTILITY COMPLAINT FORM**

### **Investigator's Comments and Disposition:**

April 8, 2008 Letter mailed to customer:



RE: GROOM CREEK WATER USERS ASSOCIATION

Dear Mr. and Mrs. Lamar:

Your letter regarding the Groom Creek Water Users Association ("Groom Creek") rate case will be placed on file with the Docket Control Center of the Arizona Corporation Commission ("Commission") to be made part of the record. The Commission will consider your comments before a decision is rendered in the Groom Creek application.

The concerns raised in letters received from customers will assist the Commission in the investigation and review of the rate application. The Commission's independent analysis of the utility and its rate request attempts to balance the interest of the utility and its customers.

Commission Staff is very sensitive to the burden that high utility rates can place on the consumer, and though constitutionally required to allow a fair return to the utility, does everything within its authority to protect the consumer.

Staff appreciates your comments and the interest taken on the proposed rate increase. If you should have any questions relating to this issue, please call me toll free at (800) 222-7000.

Sincerely,

Alaina Braddy
Public Utilities Consumer Analyst
Utilities Division
\*End of Comments\*

**Date Completed:** 

### ARIZONA CORPORATION COMMISSION

### UTILITY COMPLAINT FORM

**Investigator:** Alaina Braddy

Phone:

Fax:

**Priority: Respond Within Five Days** 

Opinion

No. 2008 - 67733

Date: 4/9/2008

**Complaint Description:** 

08A Rate Case Items - Opposed

N/A Not Applicable

First:

Last:

Complaint By:

Kenneth & Delia

Pesho

Account Name:

Street:

City:

State:

ΑZ Zip:

Work:

Home:

CBR:

is:

**Utility Company.** 

**Groom Creek Water Users Association** 

Division:

Water

**Contact Name:** 

Contact Phone:

### Nature of Complaint:

Docket No. W-01865A-07-0385 Docket No. W-01865A-07-0384

\*\*\*\*\*\*\*\*CORRESPONDENCE RECEIVED April 8, 2008\*\*\*\*\*\*\*\*\*\*\*\*\*

To: Arizona Corporation Commission

Re: Application of Groom Creek Water Users Association for approval of Financing and Rate changes. Docket No. W-01865A-047-0385 and W-01865A-07-0384

As a member of the Groom Creek Water Users Association, this letter is to notify you that we are In favor of the ACC Staff's proposed rate increase of \$22.50 per month not

Board of Director's plan to increase the water base rate

\$42.00 per month. The 20 year fixed rate loan suggested

the ACC Staff make much more sense.

There are numerous elderly people that live in Groom Creek on fixed incomes as well as many 2 nd home owners that rarely, if ever, use even minimal amounts of water.

20 year fixed rate loan makes a lot more sense, especially in this day and age with the looming (if not already) recession.

The \$42.00 a month increased charge could be an extreme increase that many people cannot afford. I understand the need for the replacement but the AGO Staff seems to have taken consideration for the homeowners basic needs as well as the answer to the replacement.



### **ARIZONA CORPORATION COMMISSION**

### **UTILITY COMPLAINT FORM**

### **Utilities' Response:**

N/A

\*End of Response\*

### **Investigator's Comments and Disposition:**

Letter mailed to customer:

April 9, 2008 Kenneth & Delia Pesho 1133 Stagecoach Rd. Prescott, Arizona 86303

RE: GROOM CREEK WATER USERS ASSOCIATION

Dear Kenneth & Delia Pesho:

IYour letter regarding the Groom Creek Water Users Association ("Groom Creek") rate case will be placed on file with the Docket Control Center of the Arizona Corporation Commission ("Commission") to be made part of the record. The Commission will consider your comments before a decision is rendered in the Groom Creek application.

The concerns raised in letters received from customers will assist the Commission in the investigation and review of the rate application. The Commission's independent analysis of the utility and its rate request attempts to balance the interest of the utility and its customers.

Commission Staff is very sensitive to the burden that high utility rates can place on the consumer, and though constitutionally required to allow a fair return to the utility, does everything within its authority to protect the consumer.

Staff appreciates your comments and the interest taken on the proposed rate increase. If you should have any questions relating to this issue, please call me toll free at (800) 222-7000.

Sincerely,

Alaina Braddy
Public Utilities Consumer Analyst
Utilities Division
\*End of Comments\*

Date Completed: 4/9/2008

### **ARIZONA CORPORATION COMMISSION**

### UTILITY COMPLAINT FORM

Investigator: Alaina Braddy	Phone:	Fax:	
		I UA.	

**Priority: Respond Within Five Days** 

Opinion No. 2008 - 67728

Date: 4/9/2008

Complaint Description:

08E Rate Cases Items - In Favor

N/A Not Applicable

First:

Last:

Complaint By:

Joseph & Cynthia

**Tirotta** 

Account Name:

Home:

Street:

Work: CBR:

City: State:

ΑZ

is:

**Utility Company.** 

**Groom Creek Water Users Association** 

Division:

Water

Contact Name:

Contact Phone:

### **Nature of Complaint:**

Docket No. W-01865A-07-0385 Docket No. W-01865A-07-0384

To: Arizona Corporation Commission

Re: Application of Groom Creek Water Users Association for approval of Financing and Rate changes.

Docket No. W-01865A-047-0385 and W-01865A-07-0384

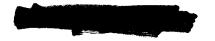
As a member of the Groom Creek Water Users Association, this letter is to notify you that I (we) are in favor of the Board of Directors plan to increase the water base rate to \$42.00 per month. We are not in favor of the ACC Staff's proposed rate increase of \$22.50 per month. Although no one likes to see utility rate increases, the \$42.00 base rate is a much more economical plan to accomplish the required infrastructure improvements than the Staff plan and saves us as members over \$275,000.00 with a \$500,000.00 credit line as opposed to a 20 year fixed rate loan. Our Board of Directors plan is the most flexible and we are requesting their plan be approved.

Printed Names(s):

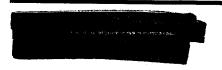
Address: Signature(s): Date: 4/3/08

Additional Comments:

Additional Letter from customer:



### **UTILITY COMPLAINT FORM**



April 3, 2008 Dear Corporation Commission:

The Groom Creek Water Users Association (GCWUA) is in dire straits. If things are allowed to continue as they are today it is very likely that the Association will go bankrupt. The water line needs to be replaced now for all the reasons that have been presented to you previously. We need a significant rate increase in order to secure the necessary financing.

In reality, Groom Creek has become a wealthy community. The majority of the homes here are still second homes and are seasonal. The base rate increase requested by our Board doable. People resist change but they will adjust.

It isn't just the replacement of the water line in a financially expeditious and responsible manner--we also need a new water tank for emergency back-up. GCWUA has to stop playing catch-up and get up to speed.

On a personal note, we are full time residents and we do water some landscape. One of us works part time as a prep cook at a camp and one works as a secretary and we expect continue to do so for many years. This will impact us but we feel it is for the greater good and a secure future. have a very well functioning, intelligent and responsible Water Board now. They have a wealth of education and experience and if they think the best way to go is a \$42 base rate, they have our complete support. Perhaps in ten years when the line of credit is repaid and we are on solid footing the rates could be rolled back if the opportunity presents itself. But right now we are very close to financial disaster.

Respectfully submitted.

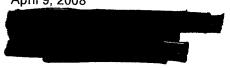
Joe and Cindy Tirotta \*End of Complaint\*

### **Utilities'** Response:

### Investigator's Comments and Disposition:

Letter mailed to customer:

April 9, 2008



RE: GROOM CREEK WATER USERS ASSOCIATION

Dear Joseph and Cynthia:

Your letter regarding the Groom Creek Water Users Association ("Groom Creek") rate case will be placed on file with the Docket Control Center of the Arizona Corporation Commission ("Commission") to be made part of the record. The Commission will consider your comments before a decision is rendered in the Groom Creek application.

The concerns raised in letters received from customers will assist the Commission in the investigation and review of the rate application. The Commission's independent analysis of the utility and its rate request

### ARIZONA CORPORATION COMMISSION

### **UTILITY COMPLAINT FORM**

attempts to balance the interest of the utility and its customers.

Commission Staff is very sensitive to the burden that high utility rates can place on the consumer, and though constitutionally required to allow a fair return to the utility, does everything within its authority to protect the consumer.

Staff appreciates your comments and the interest taken on the proposed rate increase. If you should have any questions relating to this issue, please call me toll free at (800) 222-7000.

Sincerely,

Alaina Braddy
Public Utilities Consumer Analyst
Utilities Division
\*End of Comments\*

Date Completed: 4/9/2008

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